STATEMENT

(Rs. In Crores)

Name of Service	Arrears of Payments Due to DoT as on 31.3.2000	Amount Collected by DoT During 1999-2000
Basic	0.00	481.49
Cellular	879.00	2239.36
Radio Paging	249.08	4.68
V. Sat.	6.72	29.71
E. Mail	2.01	1.44
V. Mail	0.52	0.72
PMRTS	0.32	1.08
GMPCS	0.00	0.44
TOTAL:	1137.65	2758.92

Note : Arrears shown are of service license fees as per license agreements, read with the migration package under NTP-99 (for migration to revenue-share regime) and exclude interest payable up to actual dates of payment and other dues like liquidated damages and wireless fees/royalty. The amounts collected include the service license fees, actual interest/penalty for delayed payments, liquidated damages (including interest for delayed payment) and revenue share.

Setting up of Call Centres

4618. SHRI C.M. IBRAHIM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether there is any scheme for setting up call centres in the country;

(b) if so, the details of the scheme and the modus operandi thereof; and

(c) the facilities and incentives if any to be offered to the operators of the call centres?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Yes, Sir.

(b) Department of Telecom Services permits setting up of two types of call centres (national/international) by various organisations/ companies at some convenient place for providing help to their respective national/internation customers/users. To get access to call centre of a particular organization a customer has to make local/toll free call though the help/service required may be at a distant far off place.

By setting up domestic call centre, an organization can extend services to its customers of different cities connecting them to the call centre through leased lines provided by DTS/MTNL with condition that these leased lines have incoming PSTN connectivity only.

By setting up international call centre, an organization can extend its services to its customers at foreign and connecting them to the international call centre at Indian end through international private leased lines provided by VSNL/STPL. No PSTN connectivity at Indian end is permitted. However, PSTN connectivity at foreign end is permitted.

The procedure for setting up call centres involves an application on plain paper covering details of locations at both ends, network diagram, specifications of equipment used etc., made by the applicant to Deptt. of Telecome Services. This is checked and processed and an approval letter for setting up call centre is issued.

(c) Concessions like no charges for registration & processing, no licence fee & no rental/tariff for setting up of call centers are already in vogue since the policy decision taken by the department in the month of May, 1999.

Opening of Post Offices in Gujarat

†4619. SHRI BACHANI LEKHRAJ: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Government have fixed any norms for opening the post offices;

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†Original notice of the Question was received in Hindi.